

21st Century Insurance Group
Privacy Notice

21st Century respects your right to privacy. When we collect personal data about consumers, we keep it private. We have physical, electronic, and procedural security measures in place that comply with legal standards to protect personal data. The only employees who have access to personal data are those who must have it to serve you. This notice explains how we use personal data.

DATA WE COLLECT

Personal data includes any identifying information about a consumer, such as:

- Name, residence address, e-mail address, phone number
- Age, marital status, occupation, social security number
- Driving record and claim history for you and any driver in your household
- Car make and model, license number, lender or lease agent
- Credit standing, credit score, policy payment history

We collect personal data from a variety of sources, such as:

- From you in person, by telephone, or over the Internet
- From others when we investigate claims or verify accident history
- Forms you submit to us, such as applications, claims, or policy updates
- Your transactions with us, such as claims, premium payments, account balance and history
- Credit bureaus to determine your credit standing, which may affect the availability of payment plan options or your rate, depending upon your state law
- The state records to verify driving record, auto title, or license status for each driver in your household

HOW WE USE AND DISCLOSE PERSONAL DATA

We do not sell personal data or customer lists to anyone. We only disclose data about you as allowed or required by law. In those instances, we may disclose personal data without your prior consent. Our disclosures may include any personal data that is necessary to help others provide an insurance service on our behalf, or to satisfy a lawful request.

We may disclose personal data we collect to:

- 21st Century Insurance Group affiliates who share a common database and provide personal insurance services
- Service Providers that assist us with underwriting, processing payments, or adjusting claims
- Service Providers that assist us in preparing or sending our newsletters and special offers
- Medical-care facilities or providers, to verify coverage and benefits on injury claims
- A court or government agency when there is a lawful request
- Assist law enforcement and prevent fraud
- Service Providers that assist us when we process, evaluate or defend medical claims. We will get your written permission first, and share only medical data necessary to complete the evaluation or service.

Our Service Providers:

When we use Service Providers to help us with services shown above, your personal data stays confidential. Our Service Providers agree to keep consumer data private and not use it for any other purpose. We do not share or sell consumer data to companies outside of 21st Century that would use it for marketing their products or services. We do not share credit information for marketing, or for any other reason.

Insurance Data Banks:

We share personal data with insurance data banks that collect information about claim history, accident fault, injury description, and amounts paid. Insurance data banks may retain personal data and disclose it to other insurance companies and others legally entitled to see it.

21st Century Internal Advertising:

A list of our 21st Century affiliated companies is shown below. 21st Century affiliates provide personal auto, motorcycle, or umbrella coverage and share a common database. We sometimes send our customers internal advertising about new 21st Century products, services, or special offers. If you do not want us to send advertising materials, other than inserts with premium statements and renewals please let us know by:

- Visiting **21st.com** - clicking on our Your Privacy Rights and emailing to InetPrivacy; or
- Writing to the address shown below.

Please include your name, policy number, and street address in your request.

Disclosures Authorized By You:

If it becomes necessary to disclose your personal data other than as specifically allowed by law, you may authorize such disclosure. We will provide you with the required authorization forms upon request. You may request forms by:

- Visiting **21st.com** - clicking on our Your Privacy Rights and emailing to InetPrivacy; or
- Writing to the Privacy Coordinator at the address shown below.

Current and Former Customers:

We send current customers a privacy notice each year. If we change our practices, we will inform you promptly. We treat former customer data the same way as current customer data.

YOUR RIGHT TO REVIEW AND CORRECT PERSONAL DATA

If you wish to review your personal data, please send a written request to:

21st Century Privacy Coordinator
6301 Owensmouth Ave.
Woodland Hills, CA 91367.

Include your name, address, telephone number, and policy number. Let us know what kind of data you want to see. We may charge a small fee to collect and send the data to you.

If you see any mistakes, let us know and we will review it within 30 days. If we agree, we will correct our files and, at your request, send corrections to anyone who received incorrect data from us in the past 2 years. If we disagree, you may file a short statement of dispute with us. Your statement will be included with any data we disclose in the future. We will also send the statement to anyone you ask who received your data from us in the past 2 years.

Insurance Companies Affiliated with 21st Century Insurance Group:

21st Century Insurance Company
21st Century Casualty Company
21st Century Insurance Company of Arizona
21st Century Insurance Company of the Southwest

Agencies affiliated 21st Century Insurance Group:

20th Century Insurance Services
i21 Insurance Services, Inc.
21st Century Insurance and Financial Services

Internet Privacy

To view our privacy practices on-line, please visit our website at **21st.com**.